

Amendments to the Claims:

This listing of claims will replace all prior versions, and listing, of claims in the application:

Listing of Claims:

1-96. (canceled)

97. (new) An integrated and secure system for conducting business over the public Internet by enabling a customer of an enterprise communications network to command and control the customer's switched communications connections within the network over the public Internet and to view the results of any changes in the customer's connections over the public Internet, said system comprising:

(a) an object oriented protocol for enabling encrypted interactive communications between said system and said customer over the public Internet, said protocol invoked within said customers web browser to support encryption, customer identification, authentication and network entitlements;

(b) at least one secure web server for managing secure customer sessions over the public Internet, said secure server providing session management for the customer connection, said session management including customer identification, validation, entitlements and encryption; and

(c) at least one dispatch server for communicating with said secure web server and a plurality of system resources, said dispatch server providing verification of system access and proxy generation for said system resources after said customer's entitlements have been verified;

(d) said plurality of system resources including a network manager which manages the routing of the customer's traffic over the communications network, and a view application to review said network traffic, said network manager and said view application responsive to proxy requests from said dispatch server to enable the customer to command and control switched voice traffic resources and switched data traffic resources provided by the enterprise to the customer.

98. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, wherein said switched voice traffic resources include switched toll free voice traffic resources and said network manager includes a toll free network manager application to command and control the routing of switched toll free voice traffic.

99. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, wherein said switched voice traffic resources include switched call center voice traffic resources and said network manager includes a call manager application to command and control the routing of switched voice traffic between call centers.

100. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, wherein said network manager includes an outbound network manager to command and control switched toll traffic.

101. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, wherein said view application includes a reporter for generating reports on switched voice communications in said network.

102. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, wherein said reporter for generating reports on the switched voice communications in said network includes a real time reporter for generating reports on network traffic in near real time.

103. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, wherein said reporter for generating reports on the switched voice communications in said network includes a real time reporter for generating reports on outbound network traffic in near real time.

104. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, wherein said reporter for generating reports on the switched voice communications in said network includes a reporter for generating history reports on said switched voice communications occurring during preselected periods of time.

105. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, wherein said reporter for generating reports on the switched voice communications in said network includes a report manager application for

enabling a customer to generate reports for a plurality of switched voice communication applications and an in-box manager application for communicating the reports to the customer.

106. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, wherein said reporter for generating reports on the switched voice communications in said network includes a priced call application for enabling a customer to generate priced reports and invoices for a plurality of switched voice communication applications.

107. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, wherein said customer's switched communications connections includes switched data traffic connections and said view application includes a broadband view application for generating reports on data relating to switched data traffic.

108. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, wherein said system includes an in-box application for storing and forwarding reports to the customer on data relating to the customer's switched voice and data traffic.

109. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, wherein said system includes an event monitor application for storing and forwarding alarms generated with respect to the customer's traffic over the communications network.

110. (new) An integrated and secure system for conducting business over the public Internet by enabling a customer of an enterprise communications network to modify the customer's switched voice communications connections within the network over the public Internet and to monitor the results in near real time over the public Internet, said system comprising:

(a) an object oriented protocol for enabling encrypted interactive communications between said system and said customer over the public Internet, said protocol invoked within said customer's web browser to support customer identification, authentication and network entitlements;

(b) at least one secure web server for managing secure customer sessions over the public Internet, said secure server providing session management for the customer connection, said session management including customer identification, validation, entitlements and encryption;

(c) at least one dispatch server for communicating with said secure web server and a plurality of system resources, said dispatch server providing verification of system access and proxy generation for said interactive communications after said customer's entitlements have been verified;

(d) said plurality of system resources including a toll free network manager which manages the routing of the customer's toll free voice traffic over the communications network, and a real time monitor which provides near real time monitoring of network traffic, said network manager and said real time monitor responsive to proxy requests from said dispatch server to enable the customer to manage the communications network resources provided by the enterprise to the customer in near real time.

111. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 110, wherein said system further includes a single order entry application as one of said plurality of system resources, wherein said order entry application enables a customer to identify and authenticate a plurality of users with distinct toll free call manager entitlements, and to modify said entitlements from a single point of customer identification and authentication.

112. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 111, wherein said system further comprises an E-Billing application which enables electronic business transactions to pay for said services, said order entry and E-Billing applications responsive to proxy requests from said dispatch server to enable the customer to manage and pay for the communications network services provided by the enterprise.

113. (new) The integrated and secure system for conducting business over the public Internet claimed in claim 110, wherein said system further includes a client view application for generating historical reports of data relating to calls on said communications network.

114. (new) The integrated and secure system for conducting business over the public Internet as claimed in claim 110, wherein said system enables invoice generation and electronic payment for pre-selected calls over the public Internet.

115. (new) An integrated and secure method for conducting business over the public Internet by enabling a customer of an enterprise communications network to command and control the customer's switched communications connections within the network over the public Internet and to view the results of any changes in the customer's connections over the public Internet, said method comprising:

providing an object oriented protocol to enable encrypted interactive communications between said system and said customer over the public Internet, said protocol invoked within said customer's web browser to support encryption, customer identification, authentication and network entitlements;

providing at least one secure web server to manage secure customer sessions over the public Internet, said secure server providing session management for the customer connection, said session management including customer identification, validation, entitlements and encryption;

providing at least one dispatch server to communicate with said secure web server and a plurality of system resources, said dispatch server providing verification of system access and proxy generation for said system resources after said customer's entitlements have been verified; and

providing said plurality of system resources, said system resources including a network manager which manages the routing of the customer's switched voice traffic and switched data traffic over the communications network, and a view application to review said network traffic, said network manager and said view application responsive to proxy requests from said dispatch server to enable the customer to command and control the communications network resources provided by the enterprise to the customer.